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June 16, 2016

Re: TRS Consumer Complaint Log Summaries  
June 1, 2015 through May 31, 2016  
CG Docket No. 03-123

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
Room TW-A325  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

e-file

Dear Ms. Dortch:

On behalf of The Public Service Commission of the District of Columbia, Solix is pleased to submit the Hamilton TRS Consumer Complaint Log Summary in connection with the provisioning of the Telecommunications Relay Services in the District of Columbia pursuant to Section 64.604(c)(ii) of the FCC rules for the period June 1, 2015 through May 31, 2016.

Hamilton with corporate offices located at 1001 12<sup>th</sup> Street, Aurora, NE 68818 was under contract with the Public Service Commission for provisioning of the Telecommunications Relay Services for the reporting period. Hamilton tracks all complaints and all other customer service activity for the District of Columbia. The DC consumer complaint logs are appended herein.

The Public Service Commission of the District of Columbia certifies that Hamilton received a total of three (3) complaints in connection with the provisioning of the Telecommunications Relay Services pursuant to 47 C.F.R. section 64.604(c)(ii) of the FCC's rules for the time period June 1, 2015 through May 31, 2016. The enclosed complaints shown are resolved.

Questions regarding the above reports may be addressed either to me at 973-581-5282 or to Dixie Ziegler at Hamilton Relay at 800-618-4781 V/TTY.

State Contact Information:

Pursuant to 47 C.F.R. § 64.604(c)(2) Solix advises the FCC that the currently posted information on the FCC website regarding the name and address of the state office that receives complaints, grievances, inquiries and suggestions is as follows:

Maurice Smith, Director  
Office of the Consumer Services,  
Public Service Commission of the District of Columbia  
1333 H Street, NW, East Tower, 6<sup>th</sup> Floor  
Washington, DC 2005  
Telephone numbers: voice 202-626-5120; Fax: 202-626-9210  
Email: [msmith@psc.dc.gov](mailto:msmith@psc.dc.gov); website: <http://www.dcpsc.org>

Mail to: Office of Consumer Services  
Public Service Commission of the District of Columbia  
1333 H Street NW, 2<sup>nd</sup> Floor  
Washington, DC 2005

For any questions regarding the District of Columbia, please contact, either myself at 973-581-5282 or Mr. Felix Otiji at 202-626-5136. .

Sincerely,



Josephine Farkas  
Manager, State Funds

Enc: TRS Consumer Complaint Log Summary

Cc: via email

Felix Otiji & Maurice Smith for DC Public Commission  
Dixie Ziegler, for Hamilton

# DC Relay 2015 - 2016 FCC TRS Complaint Report

June 2015 - May 2016

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category
853584	8/18/2015		Tyna	Tyna	Customer inquired why calls made to 7-1-1 are coming into to Virginia Relay and not D.C. Relay where they are located.	8/18/2015	Customer Care inquired if the customer was calling from a residence. Customer stated was in a prison facility. Customer Care explained how the calls are routed would be based on how the facility has set up the telephone service. Customer Care advised the customer to speak to the telephone administrator about Relay dialing from the facility. Customer Care provided the toll-free access number for D.C. Relay. Customer was satisfied.	External Complaints - Miscellaneous
271185	10/2/2015		Tyna	Tyna	Customer stated local calls made are being billed as long distance through ATT.	10/2/2015	Customer Care verified the customer and checked their profile with Relay. Customer Care discovered ATT is listed as the long distance carrier for the customer. Customer stated they now have Verizon as their long distance provider and Verizon is providing a credit to their account. Customer Care forwarded information to the technical department to update the long distance provider to Verizon. Profile was updated and customer was satisfied.	Technical Complaints - Long Distance/Billing Issues
140255	12/18/2015		Dan	Dan	Customer stated they switched to a new phone system that is not allowing 3-digit dialing. Cusotmer requested the translation number for D.C. Relay.	12/18/2015	Customer Care provided the translation numbers for the DC Relay. Customer was satisfied.	Technical Complaints - Tech Issues 7-1-1 Problem

## D.C. CapTel FCC Complaint Report 6/1/2015 to 5/31/2016

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
						There were no CapTel complaints in violation of FCC standards from June, 2015 to May, 2016.			